

eService User Guide

Login, Registration, and Submit Claims



Login Page



1. Please fill in your **[Email Address]** and **[Password]**, then click **[Continue]**.

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Personal Customer Login

First time user? [Register Now](#)

My QBE Login ID

Password

[Continue](#)

[Forgot my QBE Login ID?](#) · [Forgot password?](#)

For corporate customers, please contact QBE agents or brokers for assistance

Tips

1. Customers logging in for the first time, please click **[Register Now]** to register your personal eService Account.
2. After creating your eService Account, you can review your policy and submit claims with just a few clicks

2. To ensure the account is secure, a **[SMS]** or an **[Email]** containing a **6-Digit Confirmation Code** will be sent. Please fill out the given numbers in the space provided as verification.

Registration

3. To register, please enter your **[Personal Insurance Policy Number]**, then click **[Continue]**.

QBE

Personal Customer Login

Enter your policy number to register

My Personal Insurance Policy Number

AA123456 or A1234567

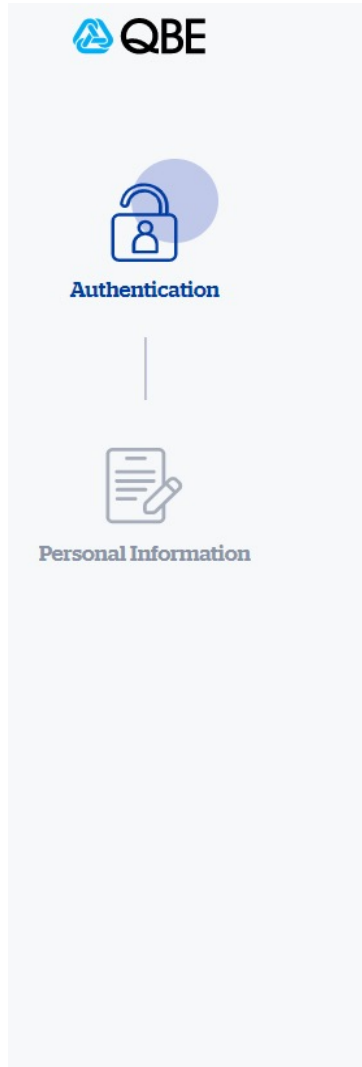
[How do I find my policy number?](#)

Continue

Tips

- Your **[Personal Insurance Policy Number]**, should be a combination of 8 Letters or Numbers.
Examples:
AA123456
A1234567
- You would be able to locate your policy number in the confirmation email, SMS or policy schedule.

Registration



4. Please fill in your **[HKID Number]** and **[Name]** / **[Date of Birth]** in the given spaces for verification. Once confirmed, please tick the two checkboxes below, and click **[Continue]**.

The screenshot shows the 'Authentication' form. It has a back arrow and the title 'Authentication'. The form contains the following fields and elements:

- HKID Number**: A text input field with a placeholder '----- (-)' and a clear icon. Below it is the instruction: 'Please enter all characters of your HKID e.g. A123456(7)'.
- Please enter Full Name or Date of Birth**: A section header.
- My Full Name**: A text input field with a clear icon. Below it is the instruction: 'Please enter the exact name as per your policy documents.'
- My Date of Birth**: A date input field with a placeholder 'DD/MM/YYYY' and a calendar icon.
- Declaration 1**: I declare that the information I have entered here is correct and I am the rightful owner of this QBE policy. I agree that QBE can pursue legal action against me if I am found to have registered this policy unlawfully.
- Declaration 2**: By proceeding, I confirm that I have read, understood and accepted the Personal Information Collection Statement ("PICS").
- Buttons**: A 'Details' button (dashed border) and a 'Continue' button (solid grey).

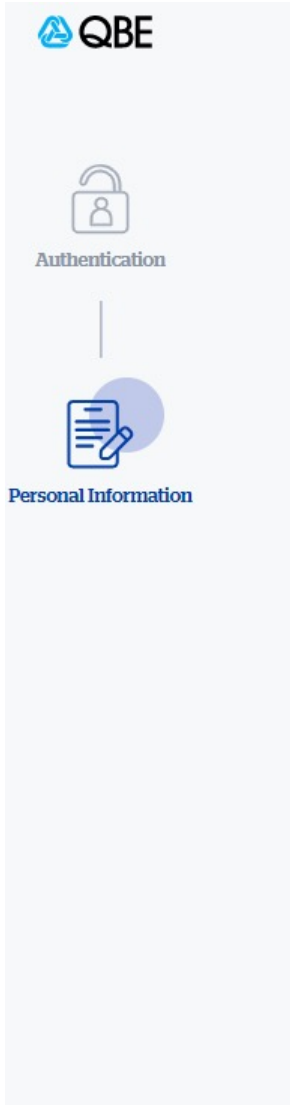
Tips

- To ensure your privacy is well protected, QBE Hong Kong will crosscheck the following information with your personal profile, please fill in identical information as registered in your insurance policy.
- Should you have any enquiries, please click **[Details]**, then select **[Need Help? Contact Us]** for Assistance.

5. After providing the above details, you will see a pop-up asking for verification. The verification message could be received through **[Email]** or **[Text Messages]**.

6. You will receive a 6-digit verification code from QBE Hong Kong, please enter the code and click **[Continue]**.

Registration



8. Please read the **[Personal Information Collection Statement]** and indicate if you are willing to receive marketing offers and promotions

7. Please confirm and enter your **[Email Address]**, then create a **[Password]** for your account, please re-enter your password to double confirm.

The screenshot shows a mobile app interface for 'Personal Information'. It includes fields for Email Address, Confirm Email Address, Country Code, Phone Number, New Password, and Confirm New Password. There is a checkbox for marketing offers and a 'Continue' button at the bottom right, which is highlighted with a dashed red box and a hand cursor icon.

Tips

- To ensure your account is secure, please follow the below format when creating your password:
- Not less than 8 characters
- Include at least two of the following character types:
 - Lower Case Alphabetic (a-z)
 - Upper Case Alphabetic (A-Z)
 - Numerical Character (0-9)
 - A Special Character

9. In the Home Page, under **[My Policy]**, it will display policies up to the past 2 years, please select the desired policy to further view the details.

Tips

- Contact Details of your Policy Agent are shown on the top right corner. Should you have any enquiries, please do not hesitate to contact your Intermediary for assistance.
- Under **[Documents]**, you may download or email your policy documents by selecting **[Download]** or **[Email]**.



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Policy Details



Home Insurance

Policy No.: H0243012

Your policy is currently **Active**

Manage Policy ^

Submit a Claim

How may I help you?

Your Agent or Broker's Contact

CHAN LAI MHAN L ELEANOR

Licensed Insurance QBE

IA License No. IN2730

+87654321 | jose.gavar@qbe.com

Policy Details

Insured

Insured Period

01/04/2021 - 31/03/2022

Total Premium

\$1,703.70

Documents

10. Select **[Manage Policy]** and click **[Submit a Claim]**. A Pop-up Window will redirect you to the eClaims Platform, please click **[Confirm]**.